

**CLASS TITLE: Dispatch Clerk**

**CHARACTERISTICS OF THE CLASS:** Under supervision, operates radio and telephone equipment to coordinate personnel and equipment assignments; and performs related duties as required.

**ESSENTIAL DUTIES:** Operates telephone, two-way radio and computer equipment to communicate with boot and tow field crews to assist them in determining whether vehicles are on the City's scofflaw list; maintains operation logs and daily activity records of vehicles booted and towed; calls field crews to release booted vehicles after verifying owners have made the appropriate payments and records the releases in a log; reviews daily printouts of vehicles that have been booted for 24 hours to identify vehicles that are eligible for towing; monitors radio information among field crews, supervisors and payment centers.

Receives requests for animal control services or dog bite emergencies; records pertinent information so that services may be rendered; prioritizes emergency requests; operates radio equipment to dispatch personnel in the mobile service units to respond to these requests.

**RELATED DUTIES:** Assists in preparing work schedules; receives and maintains records on the revenues collected at payment centers for vehicles that have been booted; orders office supplies.

**MINIMUM QUALIFICATIONS:**

Training and Experience. One year of experience in relaying information using a two-way radio or telephone, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of dispatch equipment. Good knowledge of geographic locations within the City.

Ability to coordinate personnel and equipment. Ability to communicate instructions simply and clearly. Ability to exercise tact and courtesy when using the telephone or radio.

Working skill in the use of dispatch equipment. Working skill in the preparation of reports and the maintenance of records. Good oral communication skills.

Working Conditions. General office environment.

**CLASS TITLE: Dispatch Clerk (Cont'd)**

Equipment. Two-way radio, telephone, and standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

January, 1996